

INLAND INTERNET (d/b/a INLAND NETWORKS)

103 S. 2ND Street
P.O. Box 171
Roslyn, WA 98941

(509) 372-2211; (800) 462-4578
Fax (509) 649-2555
Email: custserv@inlandnet.com

NOTE: MUST COMPLETE A CUSTOMER INFORMATION FORM PRIOR TO COMPLETING THIS FORM.

DISCLOSURE

Inland Networks is an equal service provider and does not unlawfully discriminate on the basis of race, sex, age, religion, national origin, gender identity, sexual orientation, marital status, veteran status or any other basis prohibited by federal, state or local law.

CUSTOMERS NAME(S)

Do you want an Inland Internet email address? (Mark one)

YES NO

If you are **NOT** using an Inland Internet email address, please supply a valid email address for you:

INTERNET ACCOUNT INFORMATION

Inland Networks reserves the right to terminate service if the provided account information is incorrect. **ALL CONTACT INFORMATION MUST BE KEPT UP-TO-DATE AND CURRENT.**

INTERNET SERVICE REQUESTED

NOTE: ALL RATES LISTED IN THIS APPLICATION DO NOT INCLUDE APPLICABLE TAXES, SURCHARGES, AND/OR REGULATORY FEES.

ARE YOU ELIGIBLE FOR LIFELINE ASSISTANCE ? Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Please complete FCC Form 5629 which is a Lifeline Program Application Form.

It is the customer's responsibility to properly complete the Lifeline Program Application. Failure to do so may result in full rate billing until the date that Inland Networks is notified of your eligibility.

| | MONTHLY RATE | |
|---|-----------------|---|
| <input type="checkbox"/> DSL - ADSL Silver | \$ 49.95 | Telephone service req.; Install fee of \$120/waived with 1 year agreement; Up to 1Mb/4Mb |
| <input type="checkbox"/> DSL - ADSL Gold | \$ 50.00 | Telephone service req.; Install fee of \$120/waived with 1 year agreement; Up to 1Mb/6Mb |
| <input type="checkbox"/> DSL - ADSL Platinum | \$ 55.00 | Telephone service req.; Install fee of \$120/waived with 1 year agreement; Up to 1Mb/10Mb |
| <input type="checkbox"/> DSL-Data Only Silver | \$ 55.00 | No telephone service; Install fee of \$120/waived with 1 year agreement; Up to 1Mb/4Mb |
| <input type="checkbox"/> DSL-Data Only Gold | \$ 55.00 | No telephone service; Install fee of \$120/waived with 1 year agreement; Up to 1Mb/6Mb |
| <input type="checkbox"/> DSL-Data Only - Platinum | \$ 65.00 | No telephone service; Install fee of \$120/waived with 1 year agreement; Up to 1Mb/10Mb |

MODEM RENTAL & ADDITIONAL SERVICES

| | | |
|--|---------|--|
| <input type="checkbox"/> DSL - Modem Rental | \$ 4.00 | Modem is required to receive DSL service; can choose Modem/Router. |
| <input type="checkbox"/> DSL - Modem-Wireless Rental | \$ 8.00 | Modem is required to receive DSL service; can choose standard Modem. |
| <input type="checkbox"/> Additional E-mail Account | \$ 5.00 | Price for up to 3 additional E-mail accounts. |

NOTE: ALL RATES ARE EFFECTIVE AS OF THE DATE PUBLISHED AND ARE SUBJECT TO CHANGE.

NOTE: THE LATE PAYMENT FEE IS \$7.00 FOR DELINQUENT INTERNET PAYMENTS.

NOTE: IF RENTED EQUIPMENT IS DAMAGED OR NOT RETURNED AT THE TIME SERVICE IS DISCONNECTED, A \$100.00 FEE WILL BE ASSESSED.

NOTE: INLAND NETWORKS CANNOT PROVIDE NETWORK RELIABILITY FOR EQUIPMENT NOT PROVIDED BY INLAND NETWORKS; FEES APPLY FOR SET-UP AND ANY TROUBLE SHOOTING OF CUSTOMER OWNED EQUIPMENT; \$60 PER HOUR; \$30 MINIMUM CHARGE. AN ADDITIONAL \$50 CHARGE IF A TRUCK-ROLL IS REQUIRED.

NOTE: SERVICE IS CONTINGENT UPON RESIDING IN THE INLAND TELEPHONE COMPANY SERVICE AREA AND AVAILABILITY IS BASED ON THE FACILITIES SERVING THE AREA.

NOTE: CONNECTION SPEEDS ARE NOT GUARANTEED AND MAY VARY DEPENDING ON A NUMBER OF FACTORS, INCLUDING BUT NOT LIMITED TO, THE LOCATION OF YOUR RESIDENCE, RESIDENCE WIRING, THE AMOUNT OF TRAFFIC ON THE INTERNET, THE ABILITY OF YOUR COMPUTER TO PROCESS DATA, ENVIRONMENTAL FACTORS, AND OTHER FACTORS BEYOND THE CONTROL OF INLAND NETWORKS. INLAND NETWORKS OFFERS A "BEST EFFORT" SERVICE AND WILL ALWAYS DO OUR BEST TO PROVIDE YOU WITH THE FASTEST CONNECTION YOUR SPECIFIC CONDITIONS WILL ALLOW.

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INTERNET INSTALLATION FEE

A \$120.00 non-recurring charge is a fee that applies for the installation or move of DSL (Voice/Data or Data Only) service, however, if the Customer commits to retain DSL service for a minimum of twelve (12) months, the charge will be waived.

Installation DOES NOT include additional inside wiring, or additional wall jacks within the premises. A new service drop may be installed at no additional charge if deemed necessary at INLAND's sole discretion. Any additional installation shall be billed at INLAND's going rates.

The non-recurring charge will be billed if the service is disconnected for any reason during the twelve (12) month period, including, but not limited to, moves within the exchange, disconnects for non-payment and changes to or from a DSL-ADSL service to or from a DSL-Data Only service.

If the Customer moves within the exchange after the twelve (12) month commitment period, the move is considered a new service. A new or revised application will be required and the \$120.00 move charge will be waived if the Customer commits for another twelve (12) months of service. Accounts disconnected within the twelve (12) month period will be billed the \$120.00 fee at the time service is disconnected.

The \$120.00 fee is due at time of installation if the Customer is not committing to service for a period of twelve (12) months or greater.

I/we fully understand and agree to the above terms and conditions.

| | |
|---------------------------|------|
| SIGNATURE OF APPLICANT | DATE |
| APPLICANT (PRINTED) | |
| SIGNATURE OF CO-APPLICANT | DATE |
| CO-APPLICANT (PRINTED) | |

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INLAND NETWORKS RESERVES THE RIGHT TO TERMINATE SERVICE IF THE PROVIDED ACCOUNT INFORMATION IS INCORRECT. ALL CONTACT INFORMATION MUST BE KEPT UP-TO-DATE AND CURRENT.

CUSTOMERS NAME _____

USER NAME AND PASSWORD (Please complete if you answered " YES " to an Inland Internet email address)

Username and Password MUST meet requirements (below) or the Internet service connection will be delayed pending compliance

Username: _____ Password: _____
(Lower case only) (Underline Capital letters. Distinguish between 0, O, 1, I & l clearly.)

USERNAME/PASSWORD REQUIREMENTS

USERNAME

A name with a minimum of three (3) and a maximum of sixteen (16) letters and/or numbers. A username, though it may contain numbers, must start with a letter. After the first letter, it may contain any combination of letters and numbers. No punctuation, spaces, hyphens or special characters may be included in the username. All letters must be in lower case (little letters). Your email address is a combination of your username and the "domain" name of the Internet server. (Example: johndoe99@inlandnet.com)

PASSWORD

A "word" that is a combination of eight (8) to sixteen (16) characters. The password MUST contain at least three of the four following type characters: 1) uppercase or capital letters; 2) lowercase or little letters; 3) numbers; and 4) special or dingbat characters. Inland Internet suggests the following

- > DO NOT USE your name in any form.
- > DO NOT USE your first or last name in any form.
- > DO NOT USE your spouses or child's name.
- > DO NOT USE other information easily obtained about you like your license plate number, telephone number, social security number, street
- > USE a password that you can remember. (Examples: Free4ALL, Comp#1a)(Please do not use these examples)

After the availability of your username and password are checked and your account has been activated, a customer service representative will attempt to contact you.

Additional Accounts or Additional E-mail Accounts:

| | <u>USERNAME</u> | <u>PASSWORD</u> |
|------------|-----------------|-----------------|
| ACCOUNT #1 | _____ | _____ |
| ACCOUNT #2 | _____ | _____ |
| ACCOUNT #3 | _____ | _____ |

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INTERNET TERMS AND CONDITIONS**The Customer agrees to the following:**

- 1) To purchase Internet services from Inland Networks as indicated in this application.
- 2) Services are to be paid for in advance and will begin when the Customer's account is activated and either the Customer is notified by a representative of Inland Networks or the Customer starts using the account, whichever comes first. This Agreement shall automatically be renewed monthly unless either party provides written notice of cancellation prior to the end of the current billing period.
- 3) To notify Inland Networks of any changes in the account information such as address, telephone number or any other billing information. Time is of the essence in this Agreement.
- 4) That the Service subscribed to and provided is a retail service and shall not be re-sold or shared with another residence, business, or individual not residing at or visiting the service address.
- 5) To not sell, assign, transfer or otherwise encumber any interest in the services provided pursuant to this Agreement without prior written consent of Inland Networks.
- 6) **To abide by all applicable laws regarding the use of Inland Networks services including but not limited to U.S. and International Copyright Laws and any Acceptable Use Provisions as may be posted on the Inland Networks web site (<http://www.inlandnetworks.com/legal/acceptable-use-policy/>). Customer fully understands that a violation of this provision may, at Inland Networks discretion; result in immediate termination of service without prior written notice.**
- 7) Inland Networks is not responsible for the purchase, provisioning or maintenance of any equipment outside of the Inland Internet facilities that may be required by the Customer to access Inland Internet services.
- 8) Use of any information obtained through this service is at the Customer's own risk. Inland Networks specifically denies any responsibility for the accuracy or quality of information obtained through Inland Internet service and Customer agrees to indemnify and hold harmless Inland Networks, its parent company, affiliates, officers or employees from any claims resulting from Customer's use of this service which damages Customer or another party.
- 9) **Customer is required to maintain all computing devices connected to Inland Networks network and Inland Networks subscriber's networks free of viruses, worms, Trojan horses and any other malware that interferes with any other customers service or the normal operation of the network. Normally this requires purchase, installation and weekly updating of a major, third party anti-virus software, AND regular Windows Update patching of Windows operating systems to repair the constant stream of new flaws discovered. Some form of firewall is strongly advised. The Customer's failure to keep its system(s) pest free and patched may result in suspension of service at Inland Networks sole discretion and may result in cancellation of service for repeat violation.**
- 10) Inland Networks reserves the right to terminate service.
- 11) This Agreement shall be construed under and enforced in accordance with the laws of the State of Washington and the validity and performance hereof shall be governed by same.

I/We have read and understand the rates, terms and conditions listed above for Internet Service.

SIGNATURE OF APPLICANT _____

DATE _____

APPLICANT (PRINTED) _____

SIGNATURE OF CO-APPLICANT _____

DATE _____

CO-APPLICANT (PRINTED) _____